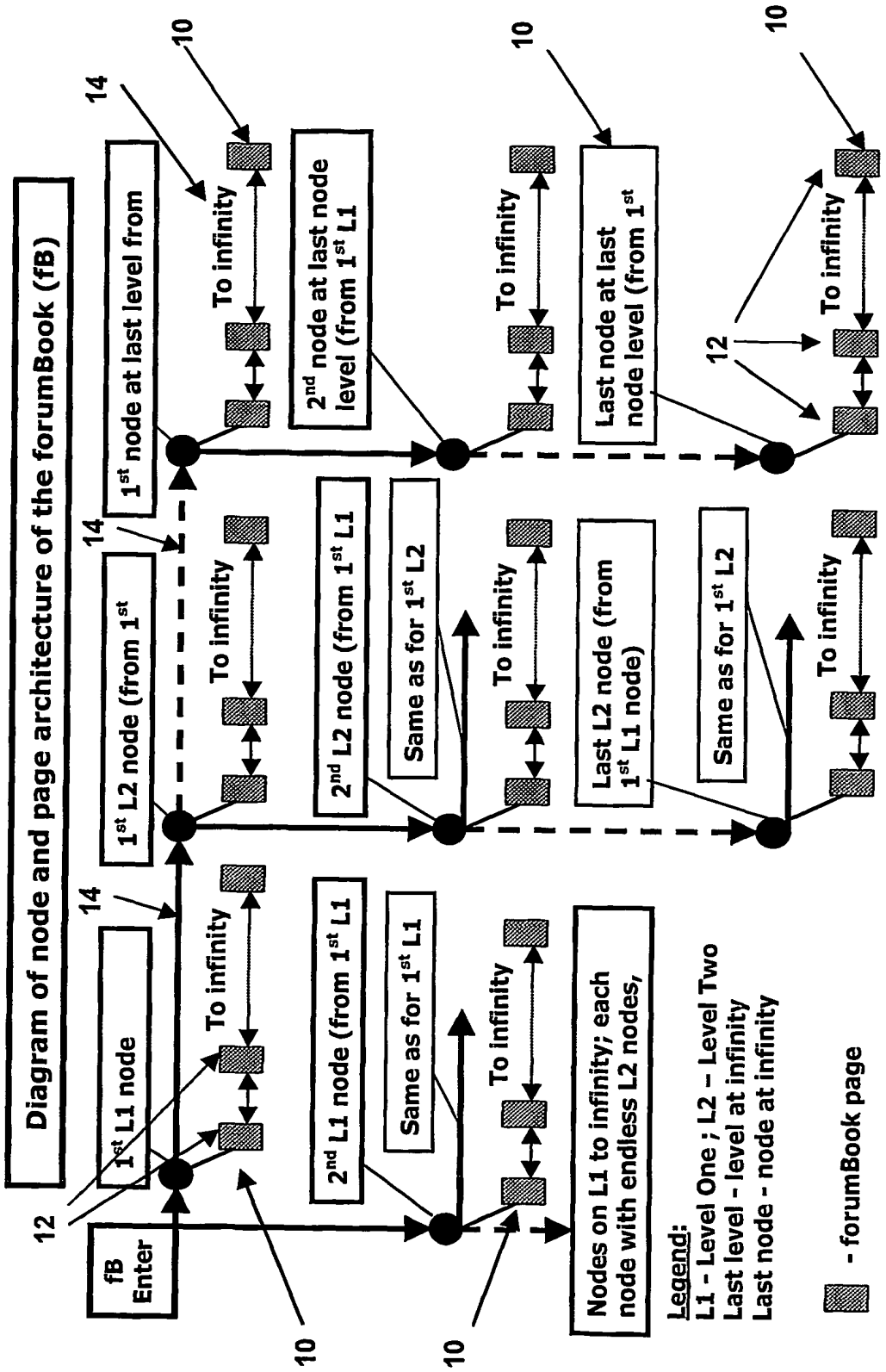


Diagram of node and page architecture of the forumBook (fB)
fB Enter
1st L1 node
1st L2 node (from 1st
1st node at last level from
2nd L1 node (from 1st L1
2nd L2 node (from 1st L1
2nd node at last node level (from 1st L1
Same as for 1st L1
Same as for 1st L2
Same as for 1st L2
Last L2 node (from 1st L1 node)
Last node at last node level (from 1st
Nodes on L1 to infinity; each node with endless L2 nodes,
To infinity
To infinity
To infinity
To infinity
To infinity
To infinity
To infinity
10
10
10
10
12
12
14
14
14
Legend:
L1 - Level One ; L2 – Level Two
Last level - level at infinity
Last node - node at infinity
- forumBook page

FIGURE 1

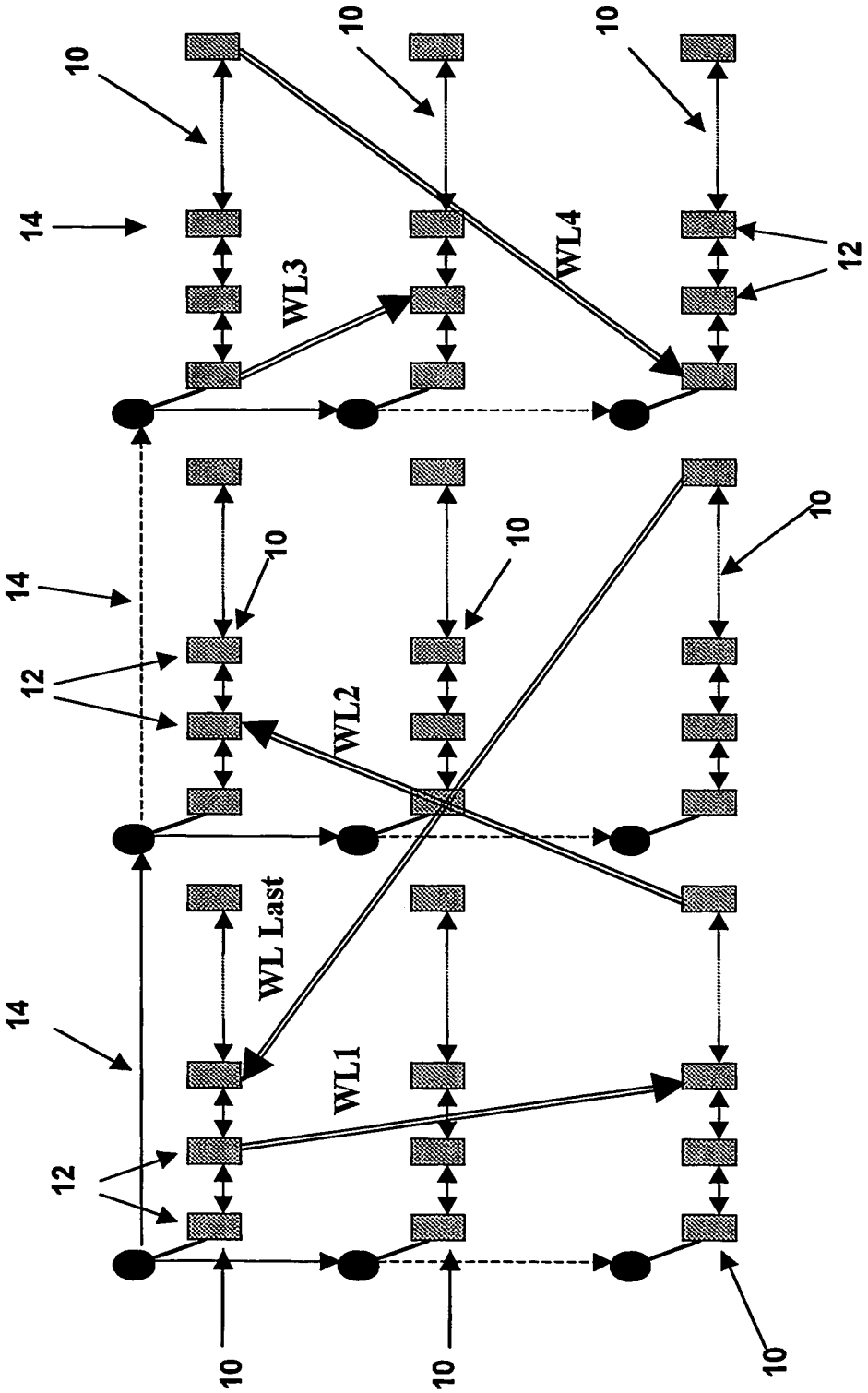



FIGURE 2

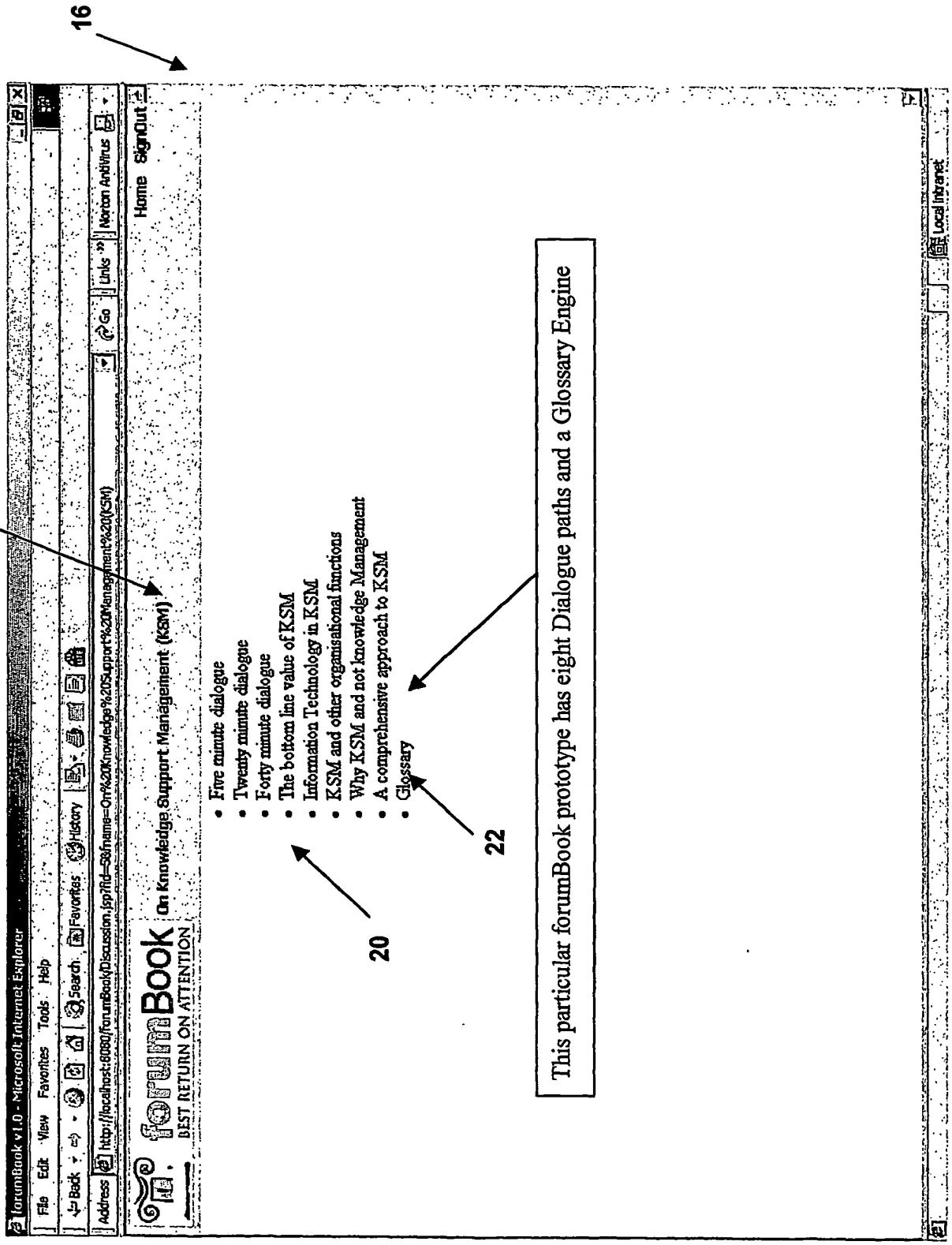

16
18
20
22
forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:8080/forumBook/Discussion.jsp?id=58name=On%20Knowledge%20Support%20Management%20(KSM)
Norton AntiVirus
forumBook
BEST RETURN ON ATTENTION
On Knowledge Support Management (KSM)
Home SignOut
Five minute dialogue
Twenty minute dialogue
Forty minute dialogue
The bottom line value of KSM
Information Technology in KSM
KSM and other organisational functions
Why KSM and not knowledge Management
A comprehensive approach to KSM
Glossary
This particular forumBook prototype has eight Dialogue paths and a Glossary Engine
Local intranet

FIGURE 3A

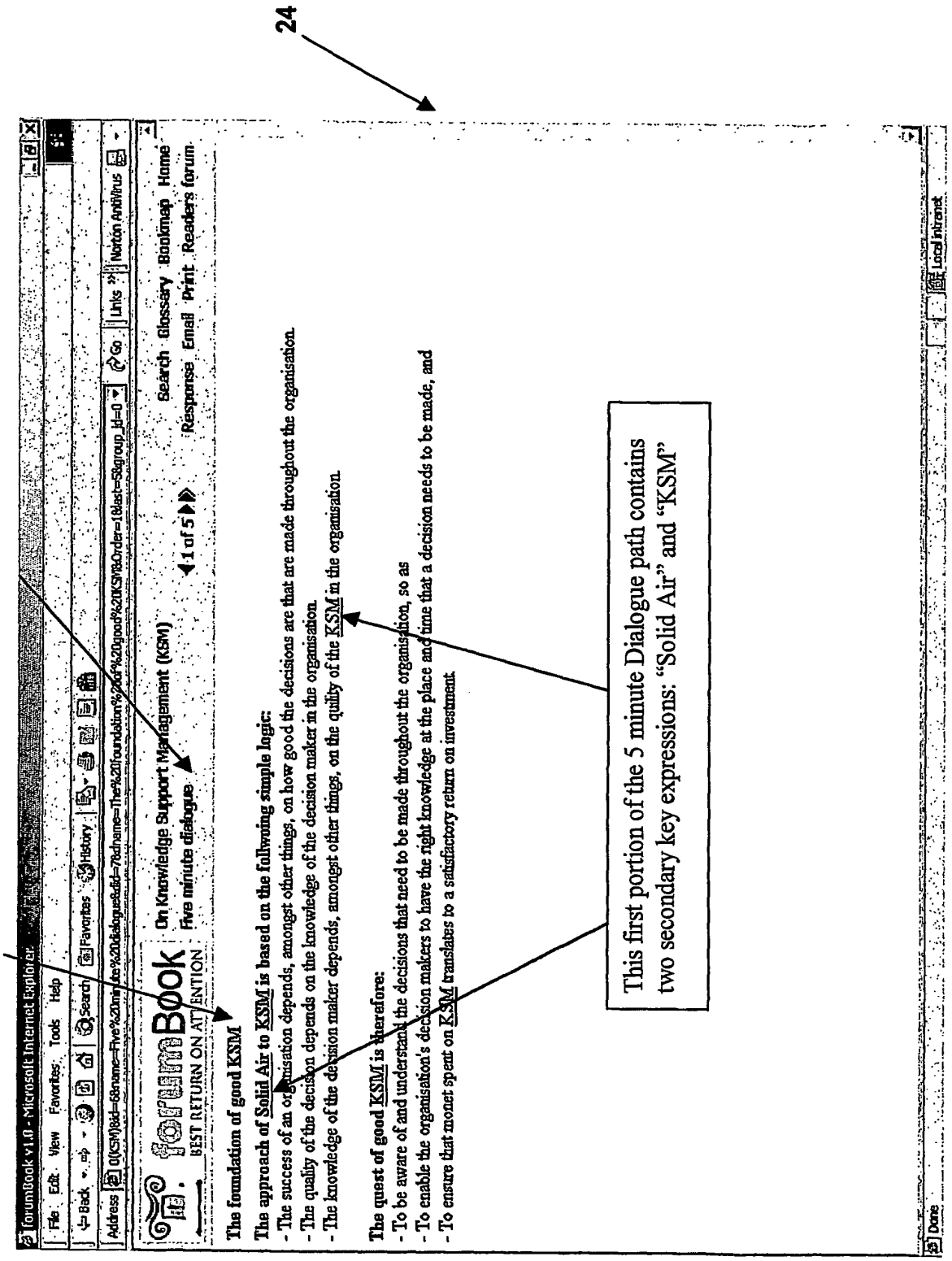
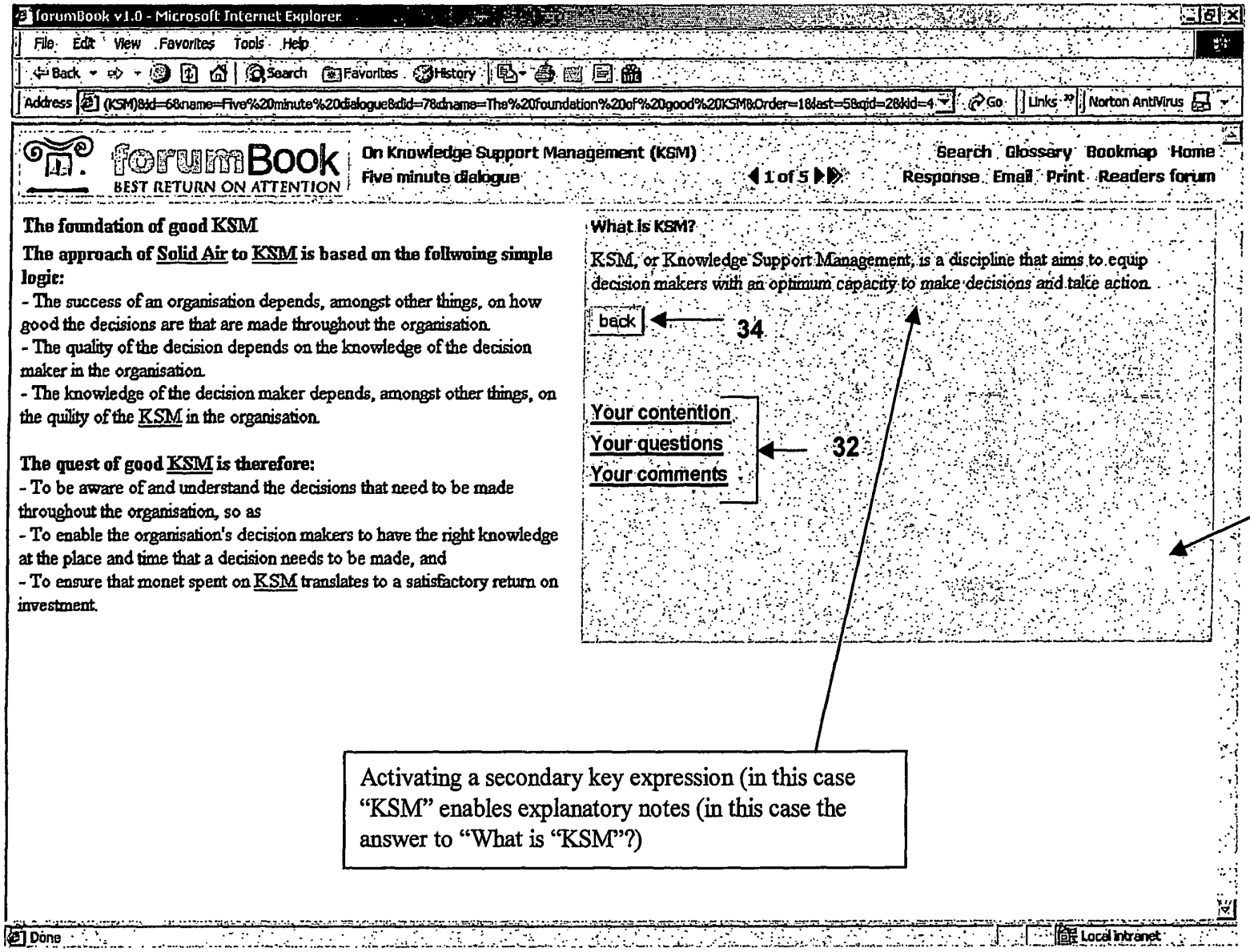

24
26
28
ForumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address
Links
Norton AntiVirus
ForumBook
On Knowledge Support Management (KSM)
Five minute dialogue
1 of 5
Search Glossary Bookmap Home
Response Email Print Readers forum
BEST RETURN ON ATTENTION
The foundation of good KSM
The approach of Solid Air to KSM is based on the following simple logic:
- The success of an organisation depends, amongst other things, on how good the decisions are that are made throughout the organisation.
- The quality of the decision depends on the knowledge of the decision maker in the organisation.
- The knowledge of the decision maker depends, amongst other things, on the quality of the KSM in the organisation.
The quest of good KSM is therefore:
- To be aware of and understand the decisions that need to be made throughout the organisation, so as
- To enable the organisation's decision makers to have the right knowledge at the place and time that a decision needs to be made, and
- To ensure that money spent on KSM translates to a satisfactory return on investment.
This first portion of the 5 minute Dialogue path contains two secondary key expressions: "Solid Air" and "KSM"
Done
Local intranet

FIGURE 3B


forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address (KSM)8id=68name=Five%20minute%20dialogue8did=78dname=The%20foundation%20of%20good%20KSM8Order=18last=58qid=28kid=4
Go Links Norton AntiVirus
forumBook
BEST RETURN ON ATTENTION
On Knowledge Support Management (KSM)
Five minute dialogue
1 of 5
Search Glossary Bookmap Home
Response Email Print Readers forum
The foundation of good KSM
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- The quality of the decision depends on the knowledge of the decision maker in the organisation.
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The quest of good KSM is therefore:
- To be aware of and understand the decisions that need to be made throughout the organisation, so as
- To enable the organisation's decision makers to have the right knowledge at the place and time that a decision needs to be made, and
- To ensure that monet spent on KSM translates to a satisfactory return on investment.
What is KSM?
KSM, or Knowledge Support Management, is a discipline that aims to equip decision makers with an optimum capacity to make decisions and take action.
back
34
Your contention
Your questions
Your comments
32
24
30
Activating a secondary key expression (in this case "KSM" enables explanatory notes (in this case the answer to "What is "KSM"?)
Done
Local intranet

**FIGURE 3C**

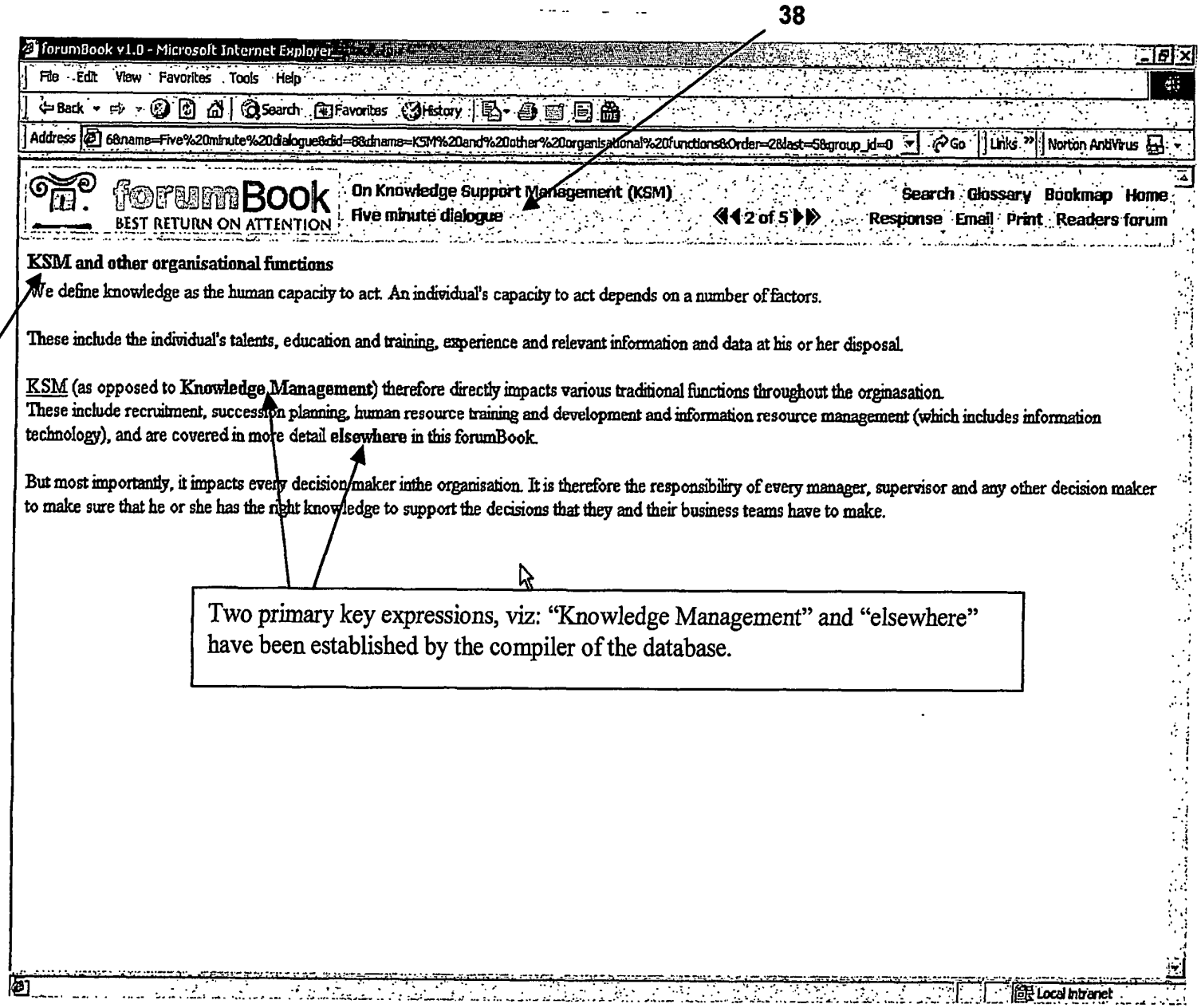
38
forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address 68name=Five%20minute%20dialogue8did=68dname=KSM%20and%20other%20organisational%20functions8Order=28last=58group_id=0
Go Links Norton AntiVirus
forumBook
BEST RETURN ON ATTENTION
On Knowledge Support Management (KSM)
Five minute dialogue
2 of 5
Search Glossary Bookmap Home
Response Email Print Readers forum
36
40
KSM and other organisational functions
We define knowledge as the human capacity to act. An individual's capacity to act depends on a number of factors.
These include the individual's talents, education and training, experience and relevant information and data at his or her disposal.
KSM (as opposed to Knowledge Management) therefore directly impacts various traditional functions throughout the orginasation.
These include recruitment, succession planning, human resource training and development and information resource management (which includes information technology), and are covered in more detail elsewhere in this forumBook.
But most importantly, it impacts every decision maker inthe organisation. It is therefore the responsibiliry of every manager, supervisor and any other decision maker to make sure that he or she has the right knowledge to support the decisions that they and their business teams have to make.
Two primary key expressions, viz: "Knowledge Management" and "elsewhere" have been established by the compiler of the database.
Local intranet

**FIGURE 3D**

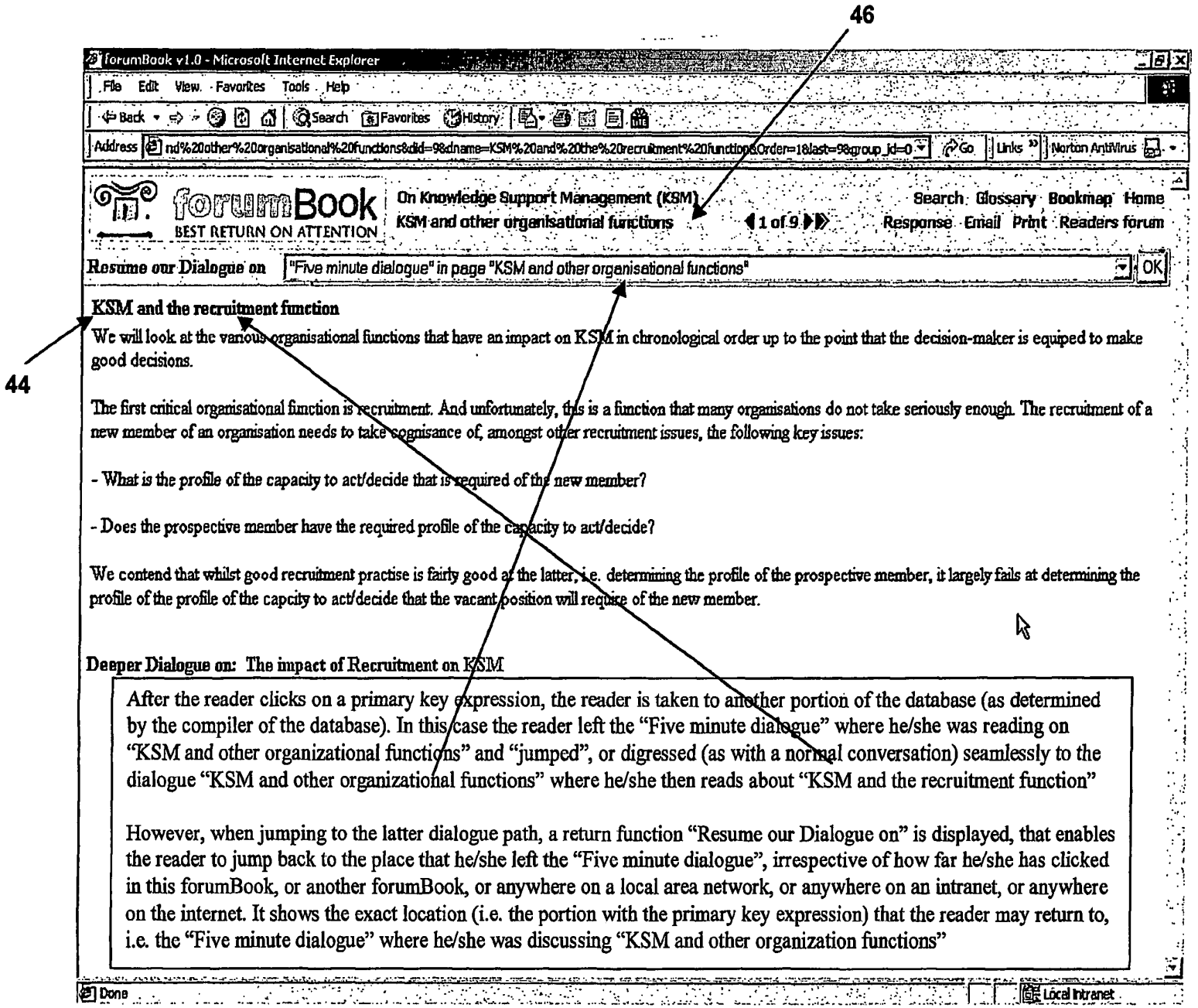
46
42
44
forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address nd%20other%20organisational%20functions&did=9&dname=KSM%20and%20the%20recruitment%20function&Order=1&last=9&group_id=0
Go Links Norton AntiVirus
forumBook
BEST RETURN ON ATTENTION
On Knowledge Support Management (KSM)
KSM and other organisational functions
1 of 9
Search Glossary Bookmap Home
Response Email Print Readers forum
Resume our Dialogue on
"Five minute dialogue" in page "KSM and other organisational functions"
OK
KSM and the recruitment function
We will look at the various organisational functions that have an impact on KSM in chronological order up to the point that the decision-maker is equiped to make good decisions.
The first critical organisational function is recruitment. And unfortunately, this is a function that many organisations do not take seriously enough. The recruitment of a new member of an organisation needs to take cognisance of, amongst other recruitment issues, the following key issues:
- What is the profile of the capacity to act/decide that is required of the new member?
- Does the prospective member have the required profile of the capacity to act/decide?
We contend that whilst good recruitment practise is fairly good at the latter, i.e. determining the profile of the prospective member, it largely fails at determining the profile of the profile of the capcity to act/decide that the vacant position will require of the new member.
Deeper Dialogue on: The impact of Recruitment on KSM
After the reader clicks on a primary key expression, the reader is taken to another portion of the database (as determined by the compiler of the database). In this case the reader left the "Five minute dialogue" where he/she was reading on "KSM and other organizational functions" and "jumped", or digressed (as with a normal conversation) seamlessly to the dialogue "KSM and other organizational functions" where he/she then reads about "KSM and the recruitment function"
However, when jumping to the latter dialogue path, a return function "Resume our Dialogue on" is displayed, that enables the reader to jump back to the place that he/she left the "Five minute dialogue", irrespective of how far he/she has clicked in this forumBook, or another forumBook, or anywhere on a local area network, or anywhere on an intranet, or anywhere on the internet. It shows the exact location (i.e. the portion with the primary key expression) that the reader may return to, i.e. the "Five minute dialogue" where he/she was discussing "KSM and other organization functions"
Done
Local Intranet

**FIGURE 3E**

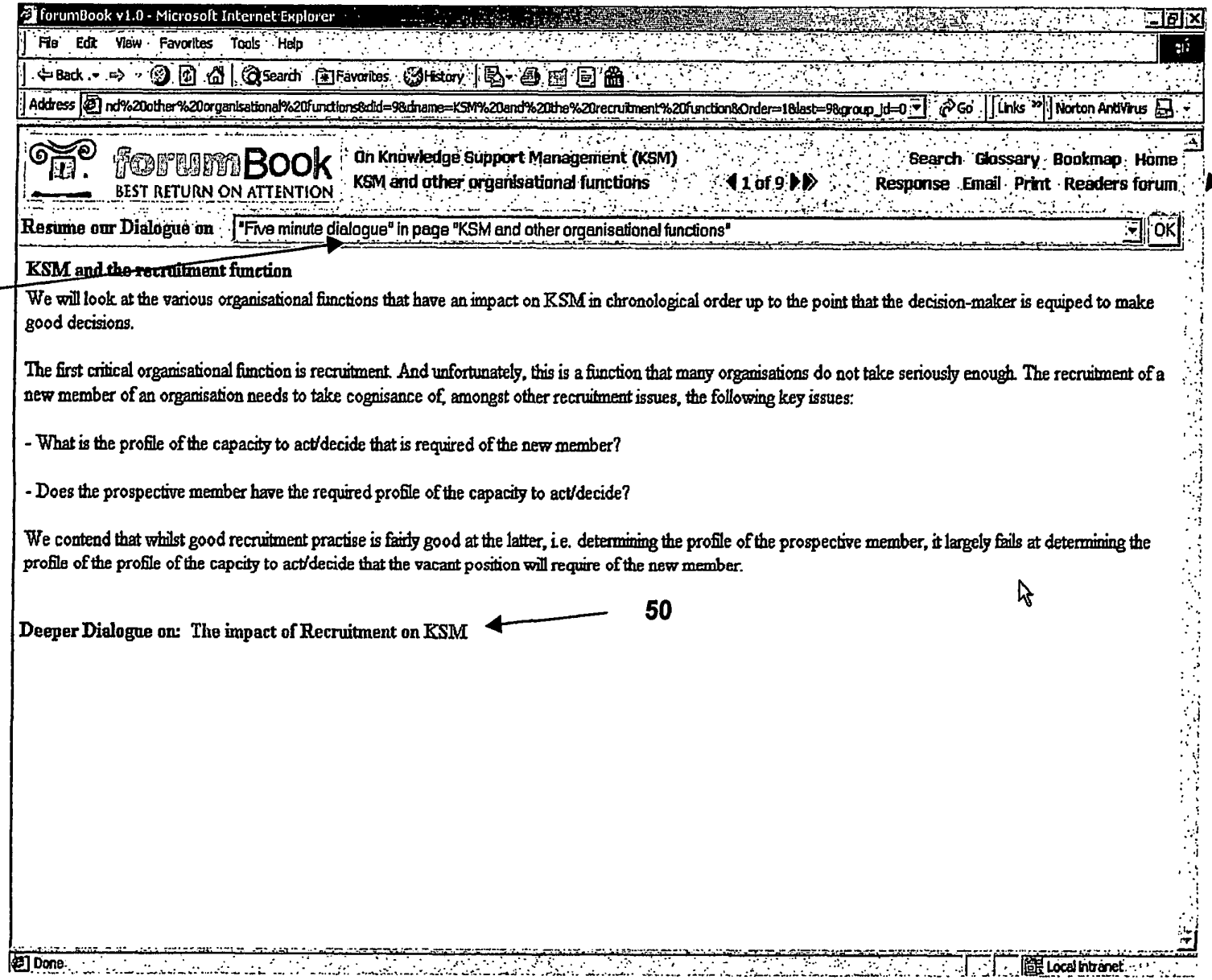
forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address nd%20other%20organisational%20functions&did=98&name=KSM%20and%20the%20recruitment%20function&Order=18last=98group_id=0
Go Links Norton AntiVirus
42
forumBook
BEST RETURN ON ATTENTION
On Knowledge Support Management (KSM)
KSM and other organisational functions
1 of 9
Search Glossary Bookmap Home
Response Email Print Readers forum
Resume our Dialogue on "Five minute dialogue" in page "KSM and other organisational functions"
OK
48
KSM and the recruitment function
We will look at the various organisational functions that have an impact on KSM in chronological order up to the point that the decision-maker is equiped to make good decisions.
The first critical organisational function is recruitment. And unfortunately, this is a function that many organisations do not take seriously enough. The recruitment of a new member of an organisation needs to take cognisance of, amongst other recruitment issues, the following key issues:
- What is the profile of the capacity to act/decide that is required of the new member?
- Does the prospective member have the required profile of the capacity to act/decide?
We contend that whilst good recruitment practise is fairly good at the latter, i.e. determining the profile of the prospective member, it largely fails at determining the profile of the profile of the capcity to act/decide that the vacant position will require of the new member.
50
Deeper Dialogue on: The impact of Recruitment on KSM
Done
Local Intranet

FIGURE 3F

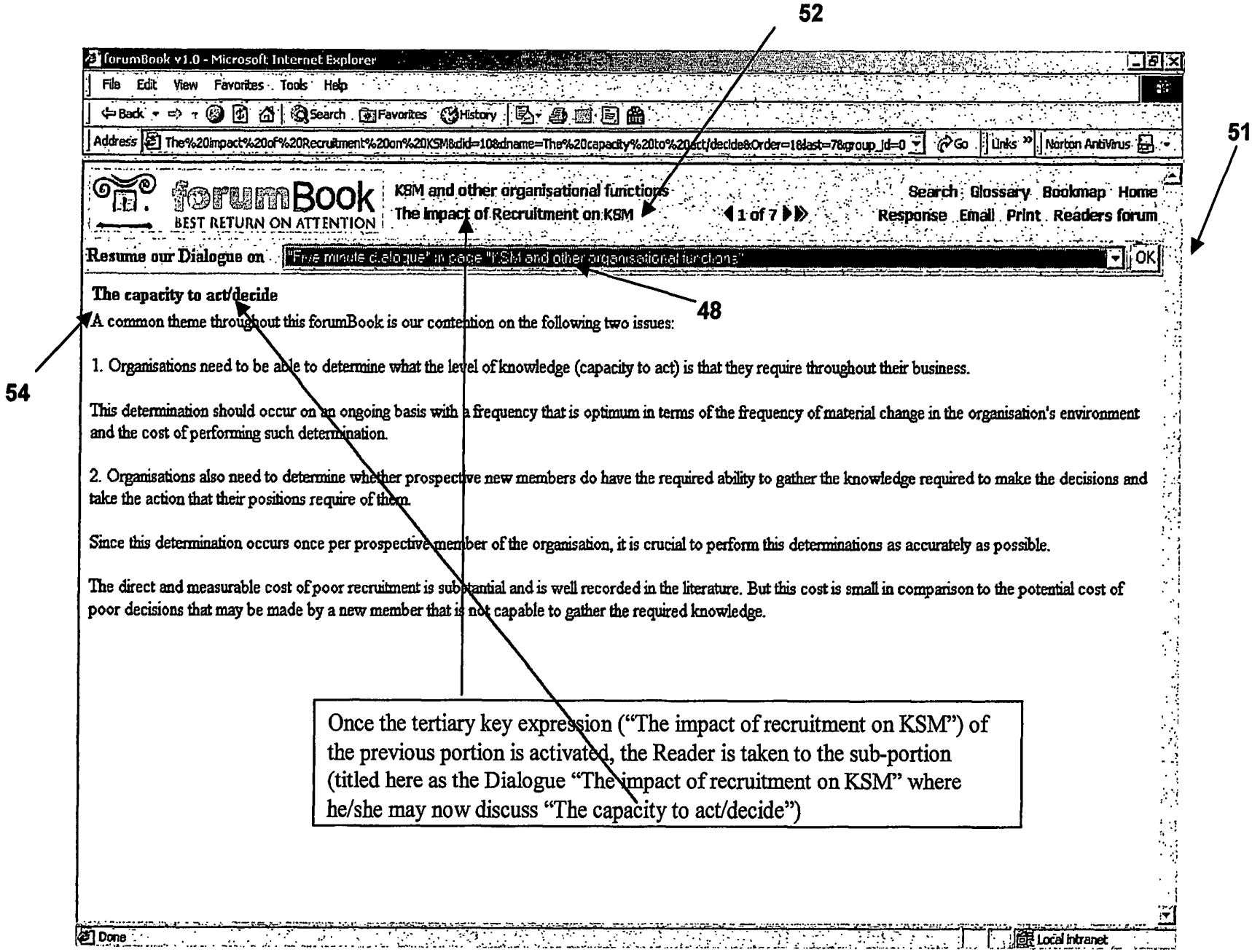
52
51
54
48
forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address
Go Links Norton AntiVirus
forumBook
BEST RETURN ON ATTENTION
KSM and other organisational functions
The Impact of Recruitment on KSM
1 of 7
Search Glossary Bookmap Home
Response Email Print Readers forum
Resume our Dialogue on
OK
The capacity to act/decide
A common theme throughout this forumBook is our contention on the following two issues:
1. Organisations need to be able to determine what the level of knowledge (capacity to act) is that they require throughout their business.
This determination should occur on an ongoing basis with a frequency that is optimum in terms of the frequency of material change in the organisation's environment and the cost of performing such determination.
2. Organisations also need to determine whether prospective new members do have the required ability to gather the knowledge required to make the decisions and take the action that their positions require of them.
Since this determination occurs once per prospective member of the organisation, it is crucial to perform this determinations as accurately as possible.
The direct and measurable cost of poor recruitment is substantial and is well recorded in the literature. But this cost is small in comparison to the potential cost of poor decisions that may be made by a new member that is not capable to gather the required knowledge.
Once the tertiary key expression ("The impact of recruitment on KSM") of the previous portion is activated, the Reader is taken to the sub-portion (titled here as the Dialogue "The impact of recruitment on KSM" where he/she may now discuss "The capacity to act/decide")
Done
Local Intranet

**FIGURE 3G**

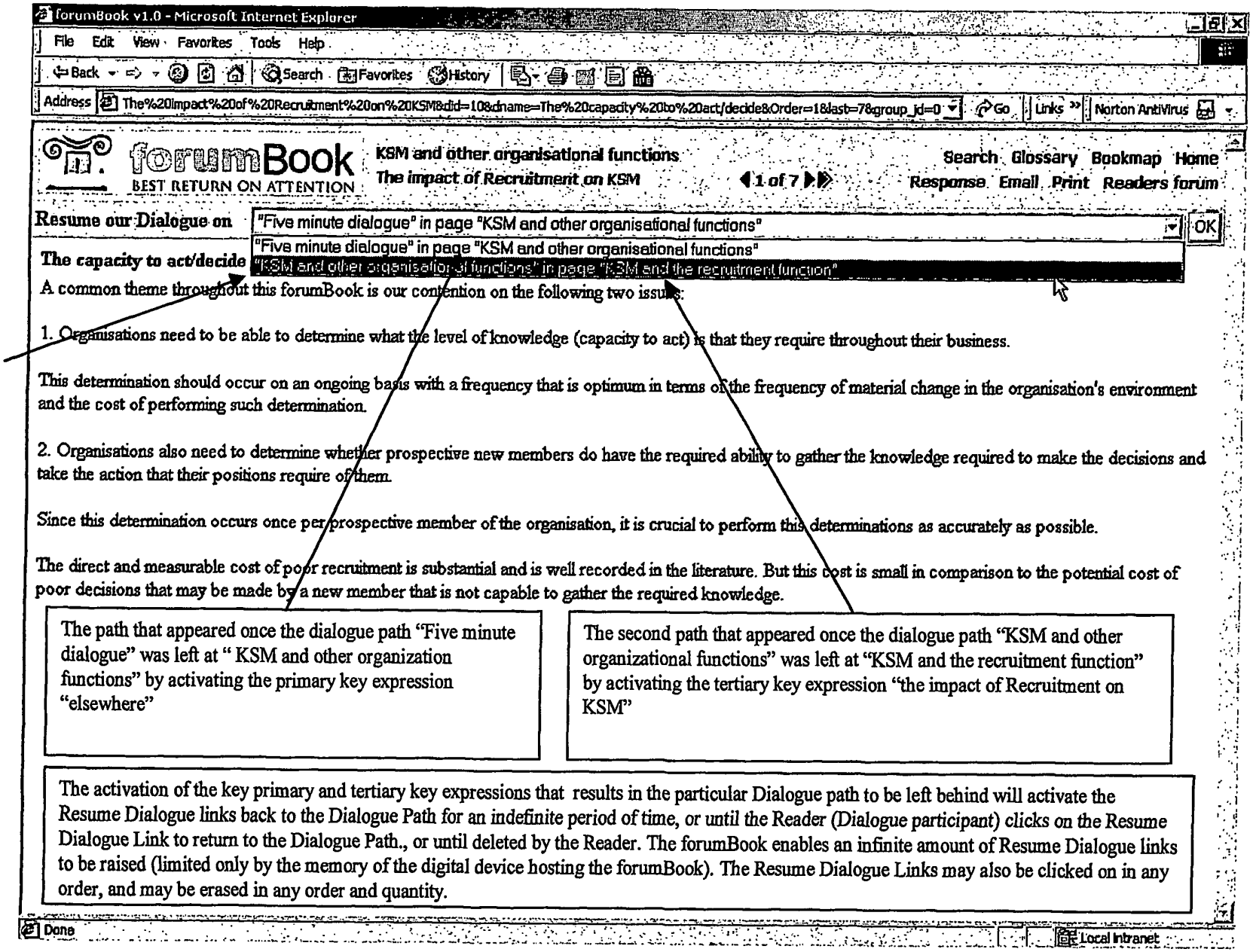
forumBook v1.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address The%20Impact%20of%20Recruitment%20on%20KSM&did=10&dname=The%20capacity%20to%20act/decide&Order=1&last=7&group_id=0
Go Links Norton AntiVirus
forumBook
BEST RETURN ON ATTENTION
KSM and other organisational functions
The impact of Recruitment on KSM
1 of 7
Search Glossary Bookmap Home
Response Email Print Readers forum
51
Resume our Dialogue on
"Five minute dialogue" in page "KSM and other organisational functions"
OK
"Five minute dialogue" in page "KSM and other organisational functions"
"KSM and other organisational functions" in page "KSM and the recruitment function"
The capacity to act/decide
A common theme throughout this forumBook is our contention on the following two issues:
1. Organisations need to be able to determine what the level of knowledge (capacity to act) is that they require throughout their business.
48
This determination should occur on an ongoing basis with a frequency that is optimum in terms of the frequency of material change in the organisation's environment and the cost of performing such determination.
2. Organisations also need to determine whether prospective new members do have the required ability to gather the knowledge required to make the decisions and take the action that their positions require of them.
Since this determination occurs once per prospective member of the organisation, it is crucial to perform this determinations as accurately as possible.
The direct and measurable cost of poor recruitment is substantial and is well recorded in the literature. But this cost is small in comparison to the potential cost of poor decisions that may be made by a new member that is not capable to gather the required knowledge.
The path that appeared once the dialogue path "Five minute dialogue" was left at " KSM and other organization functions" by activating the primary key expression "elsewhere"
The second path that appeared once the dialogue path "KSM and other organizational functions" was left at "KSM and the recruitment function" by activating the tertiary key expression "the impact of Recruitment on KSM"
The activation of the key primary and tertiary key expressions that results in the particular Dialogue path to be left behind will activate the Resume Dialogue links back to the Dialogue Path for an indefinite period of time, or until the Reader (Dialogue participant) clicks on the Resume Dialogue Link to return to the Dialogue Path., or until deleted by the Reader. The forumBook enables an infinite amount of Resume Dialogue links to be raised (limited only by the memory of the digital device hosting the forumBook). The Resume Dialogue Links may also be clicked on in any order, and may be erased in any order and quantity.
Done
Local Intranet

**FIGURE 3H**